

From: George Morino/=TMS/Toyota.

Sent: 1/9/2008 4:10 PM.

To: [ - ] Michael DiFiore/=TMS/Toyota@Toyota.

Cc: [ - ] .

Bcc: [ - ] .

Subject: Re: Fw: 7LB & 70F Floor Mats.

Thanks Michael!

George Morino  
National Manager  
Quality Compliance Department  
Product Quality and Service Support  
Toyota Motor Sales, U.S.A., Inc.  
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Michael DiFiore/TMS/Toyota  
01/09/2008 03:01 PM  
To Richard Jung/TMS/Toyota@Toyota  
cc Dao Q Nguyen/TMCC/Toyota@Toyota, David Stovall/TMS/Toyota@Toyota, George Morino/TMS/Toyota@Toyota, Mark Kubota/TMS/Toyota@Toyota, Wayne Hutchinson/TMS/Toyota@Toyota  
Subject Re: Fw: 7LB & 70F Floor Mats

Richard,

I can tell with certainty that they are not on 100% part recovery and that dealers are getting scrap reports for them.

You may want to follow up with Paul Hattori and have him add all of the part numbers to the recovery. That is why Dao has asked this question.

Richard Jung/TMS/Toyota  
01/09/2008 02:56 PM  
To Dao Q Nguyen/TMCC/Toyota@Toyota  
cc George Morino/TMS/Toyota@Toyota, Wayne Hutchinson/TMS/Toyota@Toyota, Michael DiFiore/TMS/Toyota@Toyota, Mark Kubota/TMS/Toyota@Toyota, David Stovall/TMS/Toyota@Toyota  
Subject Fw: 7LB & 70F Floor Mats

Hi Dao,

Yes, the floor mats are still on 100% recovery.

Richard

Dao Q Nguyen/TMCC/Toyota  
01/08/2008 11:19 AM  
To George Morino/TMS/Toyota@Toyota  
cc Michael DiFiore/TMS/Toyota@Toyota  
Subject 7LB & 70F Floor Mats

Hi George.

Happy New Year to you! Hope you had a great holiday and time off.

I have a question for you. I remember back in our SSC meeting, you stated that the claims for the floor mat reimbursement were going to be on 100% Part Recovery. Is that still the case?

Thanks!

Dao Q. Nguyen  
Warranty Processing Supervisor  
Toyota Customer Services - Dealer Operations  
Toyota Motor Sales, USA  
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